

## Electronic Acknowledgement Receipt

<b>EFS ID:</b>	7870193
<b>Application Number:</b>	10691777
<b>International Application Number:</b>	
<b>Confirmation Number:</b>	7179
<b>Title of Invention:</b>	BUSINESS PERFORMANCE AND CUSTOMER CARE QUALITY MEASUREMENT
<b>First Named Inventor/Applicant Name:</b>	Howard M. Lee
<b>Customer Number:</b>	22895
<b>Filer:</b>	Krista A. Wittman
<b>Filer Authorized By:</b>	
<b>Attorney Docket Number:</b>	018.0965.US.UTL
<b>Receipt Date:</b>	22-JUN-2010
<b>Filing Date:</b>	22-OCT-2003
<b>Time Stamp:</b>	19:43:20
<b>Application Type:</b>	Utility under 35 USC 111(a)

### **Payment information:**

Submitted with Payment	yes
Payment Type	Credit Card
Payment was successfully received in RAM	\$1055
RAM confirmation Number	6301
Deposit Account	
Authorized User	

### **File Listing:**

Document Number	Document Description	File Name	File Size(Bytes)/Message Digest	Multi Part /.zip	Pages (if appl.)

1		Amendment_After_Allowance.pdf	499542 8f04854bcfd5df5fc39c0cbf97d509295ba26d843	yes	13
<b>Multipart Description/PDF files in .zip description</b>					
<b>Document Description</b>		<b>Start</b>		<b>End</b>	
Amendment after Notice of Allowance (Rule 312)		1		1	
Claims		2		12	
	Applicant Arguments/Remarks Made in an Amendment		13		13

**Warnings:****Information:**

2	Issue Fee Payment (PTO-85B)	IssueFeePayment.pdf	94784 84840252a5214f378267d8d2736dcb054874d5	no	1
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**Warnings:****Information:**

3	Fee Worksheet (PTO-875)	fee-info.pdf	31994 adff83708ca1dcdb102f0d2395e9a8f1a80783e8	no	2
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**Warnings:****Information:**

<b>Total Files Size (in bytes):</b>	626320
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This Acknowledgement Receipt evidences receipt on the noted date by the USPTO of the indicated documents, characterized by the applicant, and including page counts, where applicable. It serves as evidence of receipt similar to a Post Card, as described in MPEP 503.

**New Applications Under 35 U.S.C. 111**

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

**National Stage of an International Application under 35 U.S.C. 371**

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

**New International Application Filed with the USPTO as a Receiving Office**

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.